High Sick Leave Consumption
Community Services
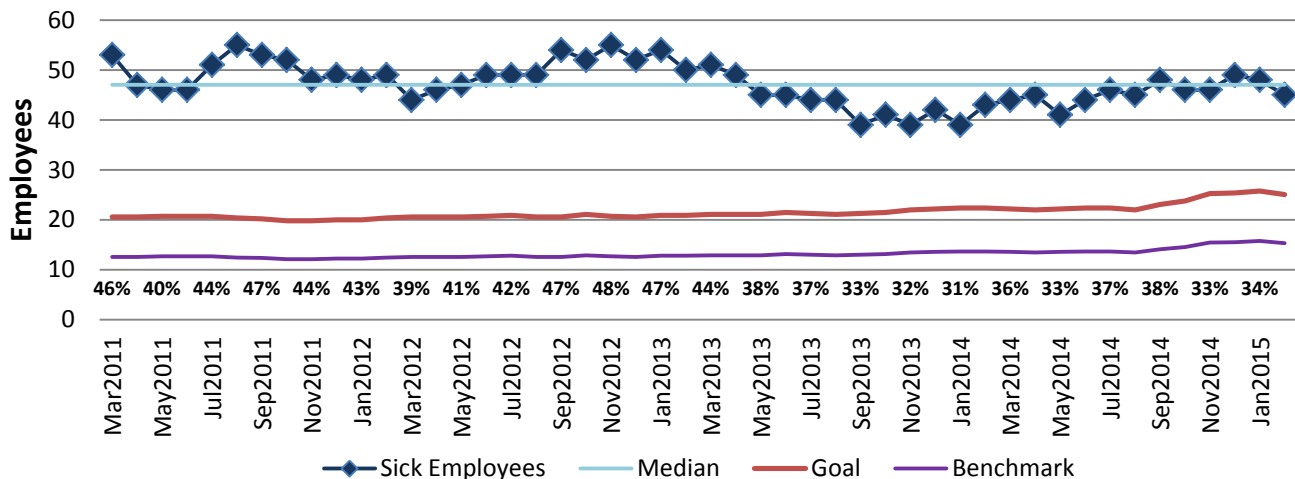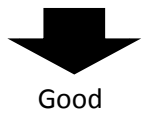
LouieStat

KPI Owner: Robin Grammer   **Process: Time and Attendance**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY14 average 34% **Goal: <24% (mean of baseline and benchmark) by June 2015** **Benchmark: 10% LMG Top Quartile Feb2015**	**Data Source: Payable Time PeopleSoft** **Goal Source: Scope Summary** **Benchmark Source: OPI sick leave study**	**Plan-Do-Check-Act Step 3: Determine and quantify root causes** **Measurement Method: # of employees who used 9 or more out of 12 sick [1]days in a 12 month period; rate calculated by dividing by total employees** **Why Measure: Promote a culture in which sick time is used appropriately** **Next Improvement Step: Generate and Prioritize Potential Solutions**

How Are We Doing?

Feb2014-Feb2015 12 Month Avg Goal	Feb2014-Feb2015 12 Month Average		Feb2015 Goal	Feb2015 Actual	
23	**46**	🚦 (red)	**25**	**45**	🚦 (red)
Employees	Employees		Employees	Employees	

High Sick Leave Consumption

⬇ Good

Chart values below x-axis: 46% 40% 44% 47% 44% 43% 39% 41% 42% 47% 48% 47% 44% 38% 37% 33% 32% 31% 36% 33% 37% 38% 33% 34%

X-axis labels: Mar2011, May2011, Jul2011, Sep2011, Nov2011, Jan2012, Mar2012, May2012, Jul2012, Sep2012, Nov2012, Jan2013, Mar2013, May2013, Jul2013, Sep2013, Nov2013, Jan2014, Mar2014, May2014, Jul2014, Sep2014, Nov2014, Jan2015

Legend: ◆ Sick Employees — Median — Goal — Benchmark

Mar2014-Feb2015 Pareto Analysis

Cause	Number	Individual %
High Consumer	16	33%
Caregiver	12	25%
Major Illness	11	23%
Coding Issue (may qualify FML, etc)	6	13%
Other	3	6%

Legend: ▭ Number — Cumulative % ◆ Individual %
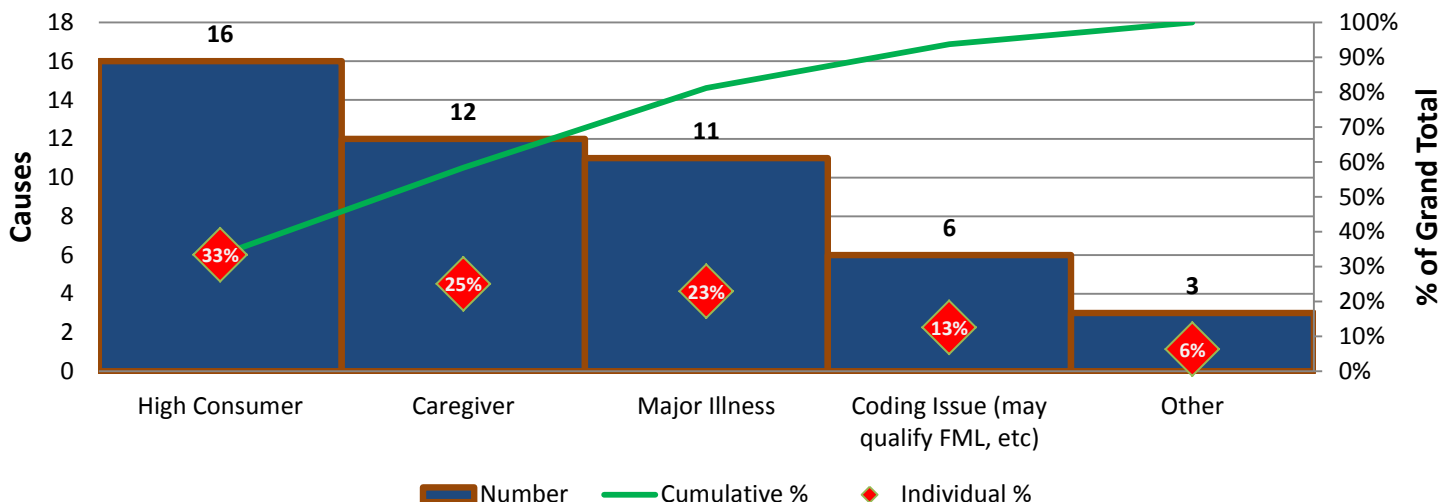
Report Generated: 03/27/2015   Data Expires: 03/31/2015

[1]A "day" is typically defined as standard hours per week divided by 5 unless otherwise stated in a union contract